



Embracing Change Project: Webinar 9

Resources Pack

NDIS Quality Management

Developed by Embracing Change Project Team in February 2021

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Resources Pack

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About the Embracing Change Project

'Embracing Change: Applying the Practice Standards in Psychosocial Disability Services' or the Embracing Change Project was developed by the Mental Health Coordinating Council. The Mental Health Coordinating Council (MHCC) is the peak body for community mental health organisations in NSW. Since 1983 we have worked to build the capacity of community organisations to support people on their recovery journeys. On behalf of the sector, MHCC advocates for policy development and legislative reform. MHCC also offers responsive and highly flexible mental health training and professional development opportunities grounded in recovery-oriented and trauma-informed practice. Our work stems from the belief that people with lived experience are drivers of positive change in all mental health services.

The Embracing Change Project was designed to create a greater national awareness of the NDIS Practice Standards and Quality Indicators (NDIS Practice Standards) as they apply in the provision of psychosocial support services. It aims to support existing and prospective NDIS providers to achieve increasing alignment with the Practice Standards and service delivery practices. This project is supported through grant funding from the Australian Government.

These aims will be achieved through

1. Ten live and interactive webinars aligned to the NDIS Practice Standards from the perspective of psychosocial disability;
2. National Forum which is to explore quality and safeguarding issues for mentality health consumers accessing NDIS supports and psychosocial disability service providers delivering NDIS supports.

To learn more about the Embracing Change Project head to the [Project Home Page](#). We also encourage you to visit our sister site, [Reimagine.today](#). Reimagine is an interactive website designed to support people living with mental health conditions to navigate the NDIS.



About this Resource Pack

Embracing Change Webinar 9 focuses on the development and implementation of a Quality Management System for NDIS psychosocial disability service providers as set out in the NDIS Practice Standards.

This Resource Pack was designed to support psychosocial disability service providers (service providers or providers) on their NDIS Quality and Safeguarding journey whether you are a sole trader, a small to medium service or a larger multi-outlet service.

You will find listed below resources to assist in:

- Providing examples of legacy and current frameworks for various jurisdictions
- Reviewing current policies and procedures against specific quality management practice standards
- Embedding continuous quality management processes in your organisation

Each section contains relevant resources for each NDIS Practice Standard requirement including:

- Relevant NDIS Practice Standard requirements and Industry Standards;
- Tools and resources which help you evidence adherence to the standard; and
- Other relevant information and resources.

Note: In those instances where there are multiple resources on a webpage, we have highlighted resources which speak to the requirements of that particular practice standard.

Contacts

If you would like to give feedback on this Resource Pack or be involved with future Embracing Change webinars and National Forum please contact [Project Manager](#).



Embracing Change Project: Webinar 9 Resources

Please see below resources Quality Management focusing on current and legacy Quality Management Standards for Disability and Mental Health which we have divided up as follows:

1. Quality Management Standards
2. Legacy Quality Management Standards
3. Practice Guides and Webinars
4. Tools and Resources

1. Quality Management Standards

Quality Management Standard, NDIS Practice Standards and Quality Indicators

Quality Management System is maintained that is relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.

A Quality Management System which is aligned with the following:

- The system defines how to meet the requirements of legislation and these standards.
- The system is reviewed and updated as required to improve support delivery.
- The system has a documented program of internal audits relevant (proportionate) to the size and scale of the provider and the scope and complexity of supports delivered.
- The system supports continuous improvement, using outcomes, risk related data, evidence-informed practice and feedback from participants and workers.

National Mental Health Standards 2010, Commonwealth of Australia

Standard 8.11 of the National Mental Health Standards 2010 requires that a Mental Health Service has a, “*formal quality improvement program incorporating evaluation of its services that result in changes to improve practice.*”

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/mental-pubs-n-servst10>

Quality management principles 2015 Edition 2, International Organization for Standardization (ISO)

This document introduces seven quality management principles in keeping with the ISO 9000 and ISO 9001 Quality Management Standards. The seven quality management principles are:

1. Customer focus
2. Leadership
3. Engagement of people
4. Process approach
5. Improvement
6. Evidence-based decision making
7. Relationship management

<https://www.iso.org/files/live/sites/isoorg/files/store/en/PUB100080.pdf>



2. Legacy Quality Management Standards

National Standards for Disability Services, Department of Social Services (DSS)

The National Standards for Disability Services were the forerunner to the NDIS Practice Standards focusing on:

- Rights
- Participation and Inclusion
- Individual Outcomes
- Feedback and Complaints
- Service Access
- Service Management.

This Framework defines a set of *Quality Management principles* outlined below:

- Focus on outcomes for people who use services and supports;
- Provide leadership;
- Involve individuals and staff;
- Use a process approach;
- Take a systems approach;
- Encourage continuous improvement;
- Make evidence-informed decisions; and
- Engage in collaborative partnerships.

DSS have also produced:

- An Evidence Guide, and
- Self-Assessment Worksheets.

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>

Human Services Quality Framework, Department of Communities, Disability Services and Seniors, Queensland Government

The Human Services Quality Framework is a system for assessing and improving the quality of human services consisting of the following:

- A set of quality standards, known as the Human Services Quality Standards which cover the core elements of human service delivery
- An assessment process to measure the performance of service providers against the standards, and
- A continuous improvement framework, which supports the participation of people who use services in quality improvement and a Continuous Improvement Plan, showing organisational progress made implementing improvements identified in the self-assessment.

<https://www.communities.qld.gov.au/industry-partners/funding-grants/human-services-quality-framework>

Community Services Quality Governance Framework, State of Victoria, Department of Health and Human Services October 2018

The Victorian Community Services Quality Governance Framework approaches quality through the lens of *Quality Governance* which is defined as: “a framework for organisations and individuals to deliver safe, effective, connected, person-centred community services for everybody, every time. Its purpose is to help organisations and their staff achieve this goal through continuous monitoring, evaluating and improving.”



It features, “*Integrated systems, processes, leadership and culture that are at the core of safe, effective, connected, person-centred community services, underpinned by continuous improvement. Delivering safe, effective, connected, person-centred community services is a shared goal of all community service providers.*”

https://www.dhhs.vic.gov.au/sites/default/files/documents/201810/Community%20services%20quality%20governance%20framework_0.pdf

NSW Disability Service Standards: Standards in Action Manual, April 2016, Ageing, Disability and Home Care, Department of Family and Community Services

Standards in Action is a practical guide for service providers implementing the NSW Disability Service Standards and supporting the transition to a person-centred service system under Stronger Together.

Quality Management is integrated through the Standards in Action Manual across the following:

- Standard 6 Service Management, Practice Requirement 1, lists the following with respect to Quality Management:
 - *ensures the organisation has a quality management system and internal controls are in place to comply with relevant Standards*
 - *has strategies in place for communication with staff to promote continuous improvement and a collaborative, responsive organisation.*
 - *uses feedback from stakeholders and the community to inform and develop continuous improvement strategies*”
- Standard 6 Service Management, Practice Requirement 2, expands on Quality Management by stating that “*Service providers have processes to monitor compliance with relevant legislation and policy and to continuously improve organisational performance.*”
- Standard 4 Feedback and Complaints, Practice Requirement 2 states that, “*service providers record and analyse trends from complaints to drive organisational policy development and continuous improvement.*”

<https://www.facs.nsw.gov.au/download?file=591399>

3. Practice Guides and Webinars

Continuous Quality Improvement Resources, National Disability Services

NDS provide 4 different types of resources of NDIS service providers including:

1. Quality Management Guide
2. Quality Management and Continuous Quality Improvement Webcast
3. Embedding Quality Webcast
4. Organisational Internal Audit Tool

<https://www.nds.org.au/ndis-quality-and-safeguards-resources/resources>

Quality Management Guide, National Disability Services

The Quality Management Guide is a resource for developing and implementing quality management for disability service providers. For organisations new to quality management, the guide provides a starting point and a step-by-step guide, while experienced providers may find it useful for checking their existing system.

[Download PDF](#)
[Accessible Word](#)



Quality Management and Continuous Quality Improvement Webcast, National Disability Services

The associated Quality Management and Continuous Quality Improvement webcast, provides a snapshot of the guide and could be used for staff training purposes.

[Watch Webinar](#)

[Accessible Word](#)

Embedding Quality Webcast, National Disability Services

The 'Embedding Quality' webcast provides organisations with strategies and resources to help expand quality processes beyond compliance with the NDIS Practice Standards. Promotes reflection on how to maintain a quality management system and embed quality practices across the organisation.

[Watch Webinar](#)

[Accessible Word](#)

Organisational Internal Audit, National Disability Services

This factsheet provides information about organisational internal audit programs, their purpose and how they might be designed, implemented and reviewed.

[Download PDF](#)

[Accessible Word](#)

4. Tools and Resources

Quality System Resources, WA Department of Communities, Disability Services

The following resources were aligned with the National Standards for Disability Services in 2017. On this webpage you can find the following resources:

- 'Ensuring quality' brochure
- Quality System Policy
- How WA Disability Services align with National Standards
- Quality System Self-Assessment 2016/2017 key outcomes
- Fact sheet - Overview
- Fact sheet - National Standards
- Fact sheet - Self-assessment
- Fact sheet - Independent quality evaluation
- Fact sheet - Service user involvement

<http://www.disability.wa.gov.au/disability-service-providers-/for-disability-service-providers/quality-system/>

Quality Tools, American Society for Quality

This comprehensive site contains:

- A list of article explaining a wide range of quality management tools;
- Free downloads of templates and tools
- Resources including:
 - Books
 - Articles
 - Case Studies

<https://asq.org/quality-resources/quality-tools>

ENDS.